



FINANCIAL ASSISTANCE PLAIN LANGUAGE SUMMARY

Augusta University Health System offers a financial assistance programs for patients and families experiencing financial difficulty and are unable to pay their hospital bill. For those who qualify, financial assistance discounts may help with medically necessary services. Simply complete the Financial Assistance Application, attach copies of documents to verify your income and return it to any of the following:

By Mail:

Augusta University Health
Attn: Patient Accounting Department
1120 15th Street HS 1331
Augusta, GA 30912

By Fax:

(706)721-9097

For Questions:

Call Customer Service
(706)721-2961

Who is eligible for assistance?

Individuals who received medically necessary services at one of Augusta University Health System’s locations as listed below. Eligibility is based on the U.S. government’s Federal Poverty Guidelines, published annually. Patients and families with annual incomes less than 200% of the federal poverty level may qualify for 100% discounts. Use the table below to determine whether you qualify by matching the number of dependents living in the same household to your total annual income.

Household Size	200% of federal poverty level
1	\$24,980
2	\$33,820
3	\$42,660
4	\$51,500
5	\$60,340

Locations:

Augusta University Medical Center
1120 15th Street
Augusta, GA 30912

Augusta University Children’s Hospital of Georgia
1446 Harper Street
Augusta, GA 30912

Augusta University Georgia Cancer Center
1411 Laney Walker Road
Augusta, GA 30912

Roosevelt Warm Springs Long Term Acute Hospital
6135 Roosevelt Highway
Warm Springs, GA 31830

Roosevelt Warm Springs Inpatient Rehabilitation Hospital
6135 Roosevelt Highway
Warm Springs, GA 31830

How do I know if I am eligible?

- Complete the Financial Assistance Application available at <https://www.augustahealth.org/patient-family-information/financial-assistance/financial-assistance-policy> , any Patient Access registration desk or by calling Customer Service at (706)721-2961. Please be prepared to provide all information necessary to apply for other programs available to you.
- Verify gross income and assets for family unit using the income documents provided on our website.
- Return a completed Financial Assistance Application to Customer Service or any Patient Access registration desk.
- A determination is made within thirty (30) days. You will receive a letter by mail or telephone call about eligibility.

How do I complete the financial assistance application?

- Visit us online at augustahealth.org/financialaid.
- Visit us in the hospital at Patient Access, the Emergency Room, Patient Accounting Customer Service Office, or the Clinic Registration desks.
- Call us at (706)721-2961. Representatives are available to help you complete a financial assistance application.
- Copies of the Financial Assistance Policy and Financial Assistance Application are available free of charge.

What is the uninsured discount?

Uninsured individuals automatically receive a discount for medically necessary services. There is no application or need to contact us to receive an uninsured discount. The discount percentage is similar to discounts applied to Medicare and Managed Care.

Which services are excluded?

Financial assistance is only available for medically necessary services and generally **exclude** the following services:

- Cosmetic services
- Elective reproductive services
- Bariatric surgery
- Venous ablation for cosmetic reasons
- Other cosmetic services, at AUHS's discretion